



E911 TELEPHONE SYSTEM SUPPORT POLICY

Cancels:

None

See Also:

WAC 118-66-050

RCW 82.14B.030(3)

RCW 82.14B.030(4)

E911 TELEPHONE SYSTEM SUPPORT POLICY

E911 Telephone Systems in accordance with WAC 118-66-050 are eligible for reimbursement as an eligible Enhanced 911 expense. An E911 telephone system is defined in WAC 118-66-050 as *that portion of a telephone system compatible with enhanced 9-1-1 that is used to answer 9-1-1 calls.*

E911 components (ANI/ALI Controllers, Instant Call Check, etc) identified as separate line items in the State E911 contract but integrated into a vendor's CPE and purchased with the telephone system are considered part of the Telephone System and Maintenance in the State E911 Office contract.

This policy applies to all Washington State Counties applying for operations or regionalization contracts with the State E911 Office.

1. Background

- a. Expenses associated with the components of an E911 telephone system are shared with wireline and wireless enhanced 9-1-1 services. As such, these expenses may be eligible for reimbursement from enhanced 9-1-1 account funds generated under the statewide wireline enhanced 9-1-1 excise tax (RCW 82.14B.030(3)) and from enhanced 9-1-1 account funds generated under the statewide wireless enhanced 9-1-1 excise tax (RCW 82.14B.030(4)).
- b. Prior to approval of this policy, the State E911 Office has reimbursed for E911 compatible telephone systems used to answer 911 calls.

2. Analysis

- a. Single points of failure in any E911 PSAP system should not be tolerated. Manufacturers of E911 telephone systems should design and deploy fault tolerant systems which will eliminate, as much as possible, single points of failure that prevent routing 9-1-1 calls successfully.
- b. Hardware redundancy and automatic switchover to backup processing capabilities should be provided where appropriate.
- c. Systems at the PSAP should be equipped to monitor all major components and data streams for alarm conditions and alert PSAP attendants of conditions such as equipment failures, power failures, and ALI data link failures.
- d. No single point of failure in any hardware or software component of the E911 PSAP system shall cause more than 50 percent failure of the E911 PSAP system. E9-1-1 PSAP components are defined in NENA-04-001 paragraph 10.1 Reliability Objectives.
- e. PSAP systems should support Public Switched Telephone Network (PSTN) secure remote access for vendor technicians to assist in trouble isolation, resolution and fault clearing.

Network Internet Protocol based secure access can be provided as an additional redundant access method.

- f. Equipment at the PSAP must be capable of decoding the incoming ANI digits and automatically presenting them to the call taker while also utilizing the digits to query the ALI host for automatic location information that will be presented to the call taker.
- g. Equipment must be capable of permitting the entry of a telephone number by the call taker for ALI retrieval and should provide a unique system record to document each use of the system for this purpose.
- h. ALI requests should be made immediately after ANI has been decoded and prior to a call taker going off-hook.
- i. It is required that the PSAP be equipped with a TDD/TTY detection device at each position or on each emergency line that shall provide an audible and/or visual announcement of a TDD/TTY call to the call taker.
- j. Each PSAP shall have a minimum of two answering positions equipped with appropriate equipment to allow the answering of 9-1-1 calls with full enhanced 9-1-1 capability.
- k. A new E911 Telephone System should include a one year maintenance warranty and maintenance agreements for years 2 and 3.

3. Decision

- a. The State E911 Office will reimburse eligible county PSAPs for the purchase and installation of the hardware and software components required to support an enhanced 9-1-1-telephone system including a spares kit subject to the conditions and limitations in this policy. The number of positions eligible for reimbursement will be based on the requirements in WAC 118-66-050 (iii) that the 9-1-1 voice network supports a "B.01/P.01 grade of service level." The requested amount must be reasonable, prudent, and applicable to 911. Prior to purchasing the equipment, written approval must be received from the State 911 Coordinator. Acquisition of the system must be done in accordance with established county purchasing procedures for telecommunications equipment.
- b. Maintenance or time and materials of telephone systems should not exceed 10 percent of the eligible purchase price including upgrades.

Approved by:


Robert Oenning, State E911 Administrator

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